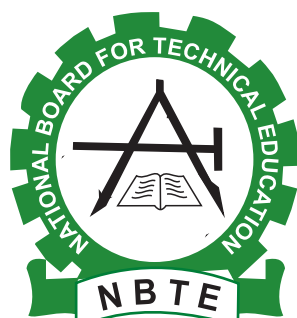




NATIONAL BOARD FOR TECHNICAL EDUCATION

INTEGRATED SERVICE CHARTER

2025 Edition



NATIONAL BOARD FOR TECHNICAL EDUCATION (NBTE)

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Opening Note from the Desk of the Director, SERVICOM

The National Board for Technical Education (NBTE) has, over the years, remained committed to ensuring excellence, transparency, and accountability in the delivery of services to all stakeholders within the Technical and Vocational Education and Training (TVET) sector. The development of this Service Charter is, therefore, a clear demonstration of the Board's unwavering commitment to the ideals of the SERVICOM Initiative Service Compact with all Nigerians. **This is the first edition of the NBTE Service Charter.**

This Charter defines our service standards, performance expectations, and the rights and obligations of both our clients and the Board. It serves as a guide for staff and stakeholders alike to better understand the principles that drive our operations efficiency, professionalism, and customer satisfaction.

Through the SERVICOM Department, the NBTE continually strives to promote a responsive and citizen-focused service culture across all its departments, units, and institutions under its supervision. The Department also provides mechanisms for monitoring service delivery, receiving feedback, and ensuring continuous improvement in alignment with the national reform agenda of the Federal Government of Nigeria.

We encourage all our stakeholders' students, staff, institutional heads, partners, and the general public to familiarize themselves with the contents of this Charter and to engage with us through the provided feedback and redress mechanisms. Your cooperation, suggestions, and constructive feedback are essential in helping us deliver on our shared commitment to excellence in technical education and service delivery.

Together, we can strengthen the foundation for a more efficient, innovative, and globally competitive TVET system in Nigeria.

Dr. Murtala Aliyu Sakwa, (PhD).

Ag. Director, SERVICOM Department



Foreword

As the Chief Executive of the National Board for Technical Education (NBTE), I reaffirm our unwavering commitment to excellence in public service delivery. This Service Charter serves as our pledge to provide transparent, accountable, and customer-focused services to all our stakeholders.

We are determined to continuously improve our operations, uphold ethical standards, and ensure that every client experiences value, fairness, and professionalism in their dealings with us.

Prof. I. M. Bugaje, FNSCLE, FSESAN, C. Engr. (COREN)

EXECUTIVE SECRETARY, NBTE



Introduction

The National Board for Technical Education (NBTE) is an agency of the Federal Ministry of Education charged with the responsibility of regulating Technical and Vocational Education and Training (TVET) institutions in Nigeria.

The Board was established by Act No. 9 of 11 January 1977 in response to the Federal Government's realization of the urgent need to develop a skilled manpower base for implementing Nigeria's National Development Plans.

Since its inception, NBTE has continued to set and maintain high standards in technical education, ensuring that TVET remains a critical driver of skills acquisition, innovation, and sustainable economic growth.

Purpose of the Service Charter

This Charter was developed to:

- Promote transparency, accountability, and efficiency in service delivery.
- Clearly define the services offered, performance standards, and expected timelines.
- Strengthen trust and collaboration with our stakeholders.

The scope of this Charter covers all major services provided by NBTE, standards for delivery, stakeholder obligations, feedback mechanisms, and communication channels.



Mandate and Core Functions

NBTE derives its mandate from Act No. 9 of 1977. Its core functions include:

1. Formulating and maintaining minimum academic standards in TVET institutions.
2. Accrediting programmes and institutions to ensure compliance with standards.
3. Developing, reviewing, and updating curricula in line with industry needs.
4. Advising Government on all aspects of TVET policy, growth, and development.
5. Conducting manpower needs assessment, research, and innovation promotion.
6. Coordinating and supervising the establishment of new TVET institutions.

Our Vision

To be a world-class regulatory body for the promotion of Technical and Vocational Education and Training in Nigeria.

Our Mission

To promote the production of skilled technical and professional manpower for the development and sustenance of the national economy.

Our Core Values

- Integrity
- Transparency & Accountability
- Professionalism



- Innovation
- Excellence

Our Customers & Stakeholders

NBTE serves a wide range of stakeholders, including:

- Technical Colleges and Vocational Enterprise Institutions
- Polytechnics and Monotechnics
- Colleges of Nursing and Health Sciences
- Innovation Enterprise Institutions (IEIs)
- Universities and Colleges of Education (for articulation and collaboration)
- Applicants seeking admission to TVET institutions
- Parents and guardians of TVET learners
- Employers and industry partners
- State and Federal Government agencies
- Professional regulatory bodies
- Development partners, NGOs, and awarding bodies
- Artisans, apprentices, and the general public

NBTE Key Services and Delivery Standards

S/N	Service	Delivery Standard	Timeline	Responsible Department
1.	Quality Assurance Services Accreditation of TVET institutions and programmes, monitoring, evaluation, and audits	Transparent evaluation against NBTE standards	Within 90 working days	Academic Programmes Department



2.	Curriculum Development: Design, review, and updating of competency-based curricula	Industry-driven and competency-based	Every 5 years or as needed	Curriculum Development Department
3.	Institutional Licensing: Licensing and monitoring of new and existing TVET institutions	Thorough inspection and licensing decision	Within 120 working days	NTIRD Department
4.	Staff Training & Development: Capacity building and training for TVET staff	Regular and relevant training workshops/seminars	As scheduled / continuous	Human Resources Department
5.	Information & Advisory Services Provision of information on TVET, career guidance, and labour market insights	Provision of accurate and up-to-date information	Continuous	Information & Public Relations
6.	Research & Development Studies on manpower needs, innovation, and industry partnerships	Evidence-based, innovative, and industry-driven	As determined by research agenda	Research & Development Department
7.	Inspectorate & Compliance: Oversight, infrastructure assessment, and investigations into non-compliance or malpractice	Independent, professional, and fair assessments	As needed	Inspectorate Department
8.	Response to Official Enquiries	Clear and professional feedback	Within 5 working days	SERVICOM / Relevant Department



9.	Processing of Complaints	Prompt acknowledgement and resolution	2–15 working days	SERVICOM Department
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Performance Monitoring and Reporting

NBTE continuously monitors its service delivery against established standards to ensure accountability.

Performance is measured through:

- Internal assessments and quality audits
- External evaluations
- Stakeholder feedback mechanisms

Reports are published annually in the NBTE Annual Report, presented at stakeholder forums, and shared through official communication channels.

Customer Obligations and Rights

To enable us to serve you better, customers are expected to:

- Provide accurate and complete information.
- Comply with NBTE regulations and requirements.
- Treat staff with respect and courtesy.
- Provide constructive feedback.

Customers have the right to:

- Access accurate and timely information.
- Be treated fairly, impartially, and respectfully.
- Have their personal and sensitive information protected.



- Appeal NBTE decisions where necessary.

Obligations of Staff and Management

NBTE staff and management commit to:

- Delivering services with integrity, transparency, and professionalism.
- Treating all customers fairly, courteously, and without discrimination.
- Responding promptly to inquiries, requests, and complaints.
- Safeguarding all confidential and sensitive information.
- Continuously improving service delivery through innovation and training.

Grievance Redress Mechanism

NBTE values feedback and is committed to resolving complaints promptly.

If you have a complaint:

- We will acknowledge it within **2 working days**
- We will communicate our intended action within **5 working days**
- We will endeavour to resolve it within **15 working days**

Complaint / Communication Channels:

- Email: **info@nbte.gov.ng / servicom@nbte.gov.ng**
- Phone: **+234 911 131 7402**
- Website: www.nbte.gov.ng
- Social Media Handles:
 - X (Twitter): **@NBTE_Nigeria**
 - Facebook: **NBTE Nigeria**



- Instagram: @nbte_nigeria
- LinkedIn: National Board for Technical Education
- In person: Visit the **SERVICOM Desk, NBTE Headquarters, Kaduna**
- Head Office Address: **Plot B, Bida Road, P.M.B. 2239, Kaduna, Nigeria**

Escalation Levels:

1. **First Level:** SERVICOM Desk, NBTE HQ
2. **Second Level:** Executive Secretary, NBTE
3. **Third Level:** Federal Ministry of Education (Supervisory Ministry)

Stakeholders Participation

NBTE recognizes that TVET success depends on strong partnerships. Stakeholders are engaged through:

- **Quarterly consultations** and feedback sessions
- **Annual stakeholders' forums** for policy review and dialogue
- **Town hall meetings and workshops** to co-create solutions
- **Joint monitoring and evaluation exercises**

This collaborative approach ensures services remain relevant, efficient, and aligned with national needs.

Special Needs Provision

NBTE is committed to inclusive service delivery. We ensure that persons with disabilities, vulnerable groups, and other disadvantaged stakeholders are given equal access to services without discrimination. Provisions such as accessible



communication channels, consideration in service timelines, and support for inclusive TVET participation are integral to our approach.

Existing Limitations

While NBTE strives to deliver the highest quality services, certain limitations may affect performance, including:

- Insufficient funding and budgetary constraints
- Inadequate staffing in some specialised areas
- Overlapping mandates with other agencies
- Infrastructural and technological challenges
- External factors such as institutional non-compliance or policy changes

Date of Next Review

This Service Charter is a living document and will be **reviewed every two years** or sooner where significant changes occur in NBTE's mandate, structure, or service processes.

The revised Charter will be published on the NBTE website and circulated to stakeholders to ensure transparency and continued relevance.

